

Jenner Health Centre

New Prescription Service

As you may be aware, we recently suspended forwarding Prescriptions to our local Chemists. We took this decision following feedback from our Patients and, in the meantime, have been working with our local Chemist to develop a more robust and effective service. This should ensure that Prescriptions are processed accurately and are ready to collect within a workable timescale.

We have now completed this work and I am pleased to announce that a new Prescriptions service will go live on **Monday 19 October 2009**.

What does the new system cover?

The new system covers Prescriptions where the patient has asked us to forward their Prescription to the Chemist for them.

What hasn't changed?

You still order your Prescription from us in the normal way – either **on-line** via www.jennerhealthcentre.co.uk, by **visiting** the Practice or by **telephoning** our Prescriptions request line on 01733 206200, option 3.

We still **Dispense** from the Practice for all patients who live **more than one mile from the Chemist**.

You can also still **collect** your Prescription from **Reception** if you would like to.

So what's new then?

From Monday 19 October 2009, we will be able to forward non-Dispensing Patient Prescriptions to **Boots High Causeway**. We have teamed up with **Boots High Causeway** to help spread the workload between the two Boots branches and have agreed processing times (including their Home Delivery service) so that you know when your Prescription will be ready to collect or when it will be delivered. The processing times are detailed below.

If you request your Prescription on...	You can collect your Prescription from Reception on...	You can collect your Prescription from Boots High Causeway on...	Your Prescription for Home Delivery will be delivered on....
Monday	Wednesday	Thursday	Friday
Tuesday	Thursday	Friday	Monday
Wednesday	Friday	Sat/Monday	Tuesday
Thursday	Monday	Tuesday	Wednesday
Friday	Tuesday	Wednesday	Thursday

We will continue to review the new service over the next few months.

Simon Stitson, Practice Manager